

GOVERNMENT OF THE DISTRICT OF COLUMBIA



SAMPLE NOTICE: MAGI Request for Additional Information

05/01/2023

Account ID: 999999999

JOHN DOE
441 4TH STREET, NW
WASHINGTON, DC 20001

RE: Request for Additional Information

Dear JOHN DOE:

You submitted an application or renewal form that we processed on 04/15/2023. The information you provided to us does not match our records and the data sources that you told us we could check when you completed your application or renewal form. Based on the information you provided on your application or renewal form, individuals listed below may be eligible for Medicaid. We need you to provide additional documents to make our Medicaid decision.

When We Need Your Documents

We need your documents by **06/30/2023** to make our final decision or your Medicaid coverage will be terminated. We cannot process your renewal for Medicaid without the documents.

Failure to provide requested information before **06/30/2023** will result in a gap in Medicaid coverage until a decision is made. If you return the documents prior to <end of the certification period>, but there is inadequate time for us to process your documents, you may also experience a gap in coverage. To avoid a gap in your coverage, please return the requested additional information immediately to allow time for review of the information needed to make a decision.

If you receive this notice after your certification period has expired, we will process your Medicaid renewal without requiring you to submit a new application in the case that documents are submitted by **09/30/2023**. However, you may experience a gap in health coverage.

Submitting Your Documents After Your Medicaid Coverage Has Ended

If you submit your documents after **09/30/2023**, we will not be able to process your Medicaid Renewal Form. You will be required to complete and submit a new Medicaid application.

Provide Documents Needed 42 CFR 435.952(c)(2), 45 CFR §155.315(f)(2).

To make sure that we have correct and complete information about all the members of your household, we need you to provide some additional documents. **Scanned or photocopied versions of these documents are acceptable.**

Here is the information that we need:

Documents Showing Social Security Number. The Social Security Administration could not confirm that the Social Security Number provided for the following applicant household members is correct:

JOHN DOE

Under federal law, 42 C.F.R. §435.910 and 45 C.F.R. §155.310(a)(3), we are required to obtain the Social Security Number of every person who is applying for Medicaid and DC Health Link. We will only use your Social Security Number to verify the information you told us on your application or renewal form. We will check your information in the District and Federal databases, and the databases of other District, Federal agencies, and a consumer reporting agency.

You can use a Social Security card to verify the Social Security Number(s) you provided to us. If you do not have a Social Security Number or cannot remember your Social Security Number, we can help you obtain one. You may not need to provide a Social Security Number if you have a well-established religious objection. If you need help or have any questions, please contact DC Health Link Customer Service at 1-855-532-5465.

Documents of Citizenship or Immigration Status. We need proof of your U.S. citizenship or immigration status for the following applicant household members:

JOHN DOE



How to Prove US Citizenship

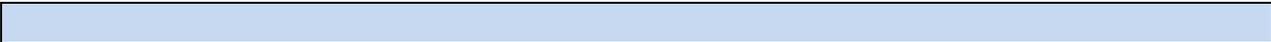
Two types of documentation are accepted to confirm citizenship status. We call the two types “primary” and “secondary.” If you provide primary documentation, no other documents are required. If you provide secondary documentation, other identification (ID) is required for verification. Secondary documentation must be accompanied with an identification card containing a recent photo and other identifying information.

Primary documentation: (Only One (1) is needed)

- U.S. Passport
 - *Note:* Expired passports are acceptable.
- Certificate of Naturalization
- Certificate of Citizenship
- Consular report of Birth Abroad of U.S. Citizen
- A valid Driver’s License from a state that requires proof of citizenship and verification of Social Security Number prior to issuance of the license
- A tribal document issued by a federally-recognized Indian Tribe, which must:
 - Identify the Tribe issuing the document;
 - Identify the individual by name; and
 - Confirm the individual’s enrollment in or affiliation with the Tribe.
 - **Examples:** Tribal enrollment card, Certificate of Degree of Indian Blood, Tribal Census document

Secondary documentation: (Must Present One (1) of the following, along with ID)

- A U.S. birth certificate showing birth in one of the 50 states, DC, Guam, American Samoa, Swain’s Island, Puerto Rico, the Virgin Islands, or the Commonwealth of the Northern Mariana Islands. If born in the Puerto Rico, the Virgin Islands, or Commonwealth of the Northern Mariana Islands prior to the time these areas became part of the U.S., the individual will satisfy the citizenship requirement if he or she is a collectively naturalized citizen.
- A Northern Marianas ID Card, issued to a collectively naturalized citizen, who was born in the Commonwealth of the Northern Mariana Islands before November 4, 1986
- A certification of Report of Birth, issued to U.S. citizens born outside the U.S.
- A Report of Birth Abroad of a U.S. Citizen
- A Certification of Birth
- A U.S. Citizen I.D. Card
- A final adoption decree showing the child’s name and U.S. place of birth, or if an adoption is not final, a statement from a state-approved adoption agency that shows the child’s name and U.S. place of birth
- Evidence of U.S. Civil Service employment before June 1, 1976
- U.S. Military Record showing a U.S. place of birth
- Documentation that a child meets the requirements of §101 of the Child Citizenship Act
- Medical records that indicate a U.S. place of birth
- Life, health, or other insurance record that indicates a U.S. place of birth
- Official religious record recorded in the U.S. showing that the birth occurred in the U.S.



- School records showing a U.S. place of birth
- Federal or State census record showing U.S. citizenship or a U.S. place of birth

Needed Information to Verify Immigration Status

The document that you may use to verify your immigration status includes, but is not limited to:

- Permanent Resident Card (I-551, also known as Green Card)
- Alien registration number
- Card number

Temporary I-551 Stamp (on passport or I-94, I-94A)

- Alien registration number

Immigrant Visa (with temporary I-551 language)

- Alien registration number
- Passport number

Employment Authorization Card (EAD or I-766)

- Alien registration number
- Card number
- Expiration date
- Category code

Arrival/Departure Record (I-94 or I-94A)

- I-94 number

Arrival/Departure Record in foreign passport (I-94)

- I-94 number
- Passport number
- Expiration date
- Country of issuance

Foreign passport

- Passport number
- Expiration date

Country of issuance Reentry Permit (I-327)

- Alien registration number

Refugee travel document (I-571)

- Alien registration number

Certificate of Eligibility for Nonimmigrant (F-1) Student Status (I-20)

- Alien registration number or an I-94 number
- Description of the type or name of the document

Certificate of Eligibility for Exchange Visitor (J-1) Status (DS2019)

- SEVIS ID

Notice of Action (I-797)



- Alien registration number or an I-94 number

Other

- Alien registration number or an I-94 number
- Description of the type or name of the document

You can also list these documents or statuses:

- Document indicating a member of a federally recognized Indian tribe or American Indian born in Canada This is considered an eligible immigration status for Medicaid, but not for a Qualified Health Plan [QHP]
- Office of Refugee Resettlement (ORR) eligibility letter (if under 18)
- Document indicating withholding of removal
- Administrative order staying removal issued by the Department of Homeland Security (DHS)
- Certification from U.S. Department of Health and Human Services (HHS) Office of Refugee Resettlement (ORR)
- Cuban/Haitian entrant
- Resident of American Samoa

Documents Showing Household Income. We need proof of income for JOHN DOE.

These documents can include:

- Copies of the most recent paystubs. If you think this income is going to change over the year, we also need an explanation in writing of the change;
- A copy of your most recent tax filing, if you don't expect a change from last year's income;
- If the person is employed but does not receive pay stubs, a letter from the employer or a copy of the payment the person receives such as a check is acceptable
- Award Letters (such as Civil Service Retirement, Social Security, Railroad Retirement)
- Documentation of any other income
 - *Example:* For interest, dividends, or annuities, provide documentation from the institution where you have these accounts/resources
 - *Example:* If a family member or friend gives you money regularly to help you pay your expenses, provide a letter from that person and include their contact information
- Documentation of any adjustments to income that you intend to take on your federal tax return some examples are alimony payments, self-employed health insurance payments, health savings account deductions and moving expenses.

Showing D.C. Residency. A document that shows that the following household members live in the District of Columbia:

JOHN DOE



This can include any of the following;

- DC One Card
- Proof of Residency Form
- A copy of an active lease agreement, certified deed, or mortgage statement with D.C. address in their name,
- A phone or utility bill from within the past two months,
- D.C. Voter Registration Card,
- Non-expired District of Columbia Motor Vehicle Registration or DC DMV Identification Card,
- Cancelled checks or receipts for mortgage or rental payments within the past 2 months,
- Utility bills and payment receipts with D.C. address within the past 2 months,
- Non-expired Automobile insurance statement with D.C. residency address.
- Self-attestation of residency without paper documentation in exceptional circumstances, including homelessness and in cases of domestic violence.

If you think you will not be able to submit your documents because of circumstances outside of your control, please contact us at DC Health Link Customer Service at (855) 532-5465. If you need help then the Department of Human Services will work with you.

How to Submit Your Documents

You can send the necessary documents either online, through U.S. Postal mail, or in-person.

- **Online:** Log into your account. You can upload a scanned copy of the document.
- **U.S. Postal Mail** - DC Health Link
Department of Human Services
P.O. Box 91560
Washington, DC 20090

Be sure to write your account number (<account number>) on your submission.

- **In-Person** – Take the document(s) to any Economic Security Administration Office (call the DC Health Link Customer Service at (855) 532-5465 for locations).

Your Secure User Account

Important information is stored in your account on our DC websites. If you don't have an account already and are seeking Medicaid, DC Healthcare Alliance, or Immigrant Children Program coverage, you can create one by going to districtdirect.dc.gov. Medicaid, DC Healthcare Alliance, or Immigrant Children Program customers can get help with logging in or creating an account by calling the DHS Call Center at (202) 727- 5355 / TTY 711.



If you don't have an account already and are seeking Individual & Family health insurance coverage, you can create one by going to www.DCHealthLink.com. Individual & Family health insurance customers can get help with logging in or creating an account by calling DC Health Link Customer Service toll-free at [\(855\) 532-5465](tel:855-532-5465) / TTY 711.

If You Think We Made a Mistake

If you disagree with any determination about the amount or type of health care coverage benefits you or any of the other person in your household was found eligible for, you have the right to appeal the determination(s). You may request an appeal by phone, in person, online, and by mail. You must request an appeal within the 90 days following the postmark date (or date at the top) of the determination notice. D.C. Official Code §4-210.09, 42 C.F.R. §431.221, and 45 C.F.R. §155.520. **See the insert for more information on your appeal rights.**

